



DOMESTIC VIOLENCE SHELTER PROGRAM SERVICE PLAN FISCAL YEAR 2003-2004

A. BACKGROUND/EXPERIENCE

Please provide an explanation if the answers to any of these four questions are "Yes." (If "Yes", attach relevant letters or documents as a separate attachment)

1. Has the organization's nonprofit status changed?

_____ Yes

___**x**___ No

2. Has the organization failed or refused to complete a contract during the past year?

_____ Yes

___**x**___ No

3. Is the organization currently involved in any litigation in connection with a contract?

_____ Yes

___**x**___ No

4. Is the organization currently delinquent in paying its State/Federal payroll taxes?

_____ Yes

___**x**___ No

Describe (if "Yes"):

B. SHELTER DESCRIPTION

1. What is the maximum number of beds available at the shelter?

We currently have an 18 bed shelter with plans to expand to 25 beds by the end of 2003.

2. Describe the location of and services provided at the shelter facility:

The Shelter location is in the unincorporated area of Victorville, in San Bernardino County. We also have an on site Kids Club for our shelter clients.

3. How long has the agency's shelter program existed?

11 years.

C. OUTREACH CENTER DESCRIPTION

1. Describe your agency's outreach/drop-in center (including location):

14114 Hesperia Road, Victorville, CA 92392

15888 Main Street, Suite 207, Hesperia, CA 92345

2. Describe the services provided at outreach/drop-in center:

Peer Group, TRO's, Parenting Classes for children 0-5 and Effective Parenting over 5, Health/Nutrition, Budgeting, Anger Management, 12 Step Program, Case Management, drop in services.

3. Please indicate hours of operation for your agency's outreach/drop-in center on the chart below:

Day of the Week	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Availability (Ex: 8 a.m. to 5 p.m.)	close	8-4 pm	8-4 pm	8-4 pm	8-4 pm	8-4 pm	close

D. PROGRAM SERVICES AND SERVICE DELIVERY TARGETS

1. Indicate the number of adults and children you will be able to serve in the shelter during the contract year.

Adults **110**

Children **150**

2. Project the number of hours clients will receive in services during a contract year.

Client hours **26,000**

Shelter Hours **37,000**

3. Which of the following services will be provided to victims of Domestic Violence during the contract year? (Provide a detailed description of these services)

- a. Intake and admission to the shelter on a 7 day per week, 24 hours per day basis.

 x Yes

 No

Describe:

The intake and admission is done at the shelter, upon entrance clients are informed of the program and all safety issues are taken. "A Better Way" staff and volunteers take every effort to assist the mother and children to feel safe and welcome.

- b. A crisis hotline 7 days per week, 24 hours per day. Identify if program staff or trained volunteers will operate the crisis hotline?

☒ Yes

☐ No

Describe:

24-hours a day 7 days a week from "A Better Way" Shelter. Volunteers and staff go through the 40 hour domestic violence training. "A Better Way" had bi-lingual advocates for the Spanish speaking victims. The hotline number is given to all police stations, hospitals, schools, and the community at large.

- c. Temporary housing and food facilities.

☒ Yes

☐ No

Describe:

"A Better Way" received funding from HUD for Transitional Housing which consist of 20 units, with various sizes of bedrooms, 4 bedrooms, 3 bedrooms, and 2 bedrooms. These units will be used for clients leaving shelters in all the San Bernardino County. With this supportive housing clients can stay up to two years while staying connected to the services "A Better Way" provides. We will assist clients with furniture, household items, and all other assistance needed. We purchased a four unit complex with funding from CHODO, these units have been occupied with clients from our opening in June 2002.

- d. Psychological support and peer counseling.

☒ Yes

☐ No

Describe:

Clients have sessions every week with M.F.T., Peer Support two hours weekly, 12 Step Program "When Love Hurts" two hours weekly, Anger Management and Budgeting Classes two hours weekly, Playtime for mothers and their children bonding two hours weekly with our Children's Coordinator Facilitating the class. The clients also attend four hours of Parenting Classes weekly, the Shelter Manager has round table Peer Sessions with the clients at the Shelter weekly. Clients meet with the Case Manager weekly to maintain that they are reaching the program goals set for each one of them individually.

- e. Ensure school aged children continue their education during their stay in the shelter as required by the Education Code by making arrangements with schools, providing lunches and transportation as necessary, or taking other actions as required.

☒ Yes

☐ No

Describe:

School age children are enrolled in public schools, staff provides transportation to and from school, lunches are provided if needed. School officials are given the Outreach Office phone number and hotline number in case of emergency. After school program, children are assisted with homework and have peer session with Child Care Providers.

- f. Emergency transportation to the shelter and when appropriate, make arrangements with local enforcement agencies for assistance in providing such transportation.

☒ Yes

☐ No

Describe:

Trained staff, volunteers and police officers provide clients with emergency transportation.

- g. Refer residents to existing services in the community as appropriate, and follow-up on the outcome of such referrals.

☒ Yes

☐ No

Describe:

"A Better Way" collaborates with all San Bernardino Domestic Violence Shelters giving information on bed availability daily, we also have phone listings for all domestic violence programs in California and other states. "A Better Way" updates its resource manual every 3 months. The manual has a large variety of services offered to mental illness, homeless services, legal services, food, clothing and help with utilities.

- h. Outreach/drop-in center to assist victims of domestic violence who have not yet made the decision to leave their homes, or who have found other shelter but who have a need for support services.

☒ Yes

☐ No

Describe:

"A Better Way" has two out reach offices, one in Victorville and one in Hesperia. All classes and counseling are provided at the offices in Victorville, hours are Monday-Friday 8 am to 4 pm. Drop in services are referred from various organizations, law enforcement, Courts, and businesses. "A Better Way's" staff is at the Victorville Courthouse one day a week for Temporary Restraining Orders and Court Support when needed. Walk-ins come to the Outreach Office for case management and TRO's and referrals.

E. OTHER DOMESTIC VIOLENCE SERVICES

1. Will the following services, to the extent possible and in conjunction with existing community resources, be provided or arranged for during the contract year? (Please explain any "No" answers)

- a. Medical Care.

☒ Yes

☐ No

- b. Legal Assistance.

☒ Yes

☐ No

- c. Psychological Support. ☒ Yes ☐ No
- d. Information regarding re-education, marriage and family counseling, job counseling and training programs, housing referrals and other available social services.
- ☒ Yes ☐ No

Describe (if "No"):

2. What criteria will victims of Domestic Violence be required to meet in order to be eligible for program services? Include criteria for both children and adults.

Must be a victim of domestic violence, and if a local resident they need to file a Temporary Restraining Order. All women and children who are victims of domestic violence are eligible for "A Better Way" Shelter services. If the Shelter is full, "A Better Way" staff or volunteer will transport client to another shelter.

3. Specify conditions under which victims of Domestic Violence who otherwise appear to meet the criteria listed in #2 above may be refused services.

Only if "A Better Way" Shelter is full or the victim has stayed at the shelter within a year. However, we will refer them to other shelters or will put the family in a motel until other arrangements are made. Their safety and those who are in shelter always are first.

4. List all fees, assessments and all other cost, charges or expenses victims of Domestic Violence will be expected to pay to the program during their stay in the shelter.

No fees are charged to clients, they can give a donation if they wish. Some of the clients do purchase some of their food. "A Better Way" provides all essentials.

5. Provide information on the number of volunteers to be recruited and utilized in the program and the number of volunteer hours of service you expect to have donated to the program during the Contract year. Describe duties which volunteers will be assigned.

"A Better Way" trains volunteers two times a year which consist of 40-hours of domestic violence training. Volunteer duties are hotline, court support, lead peer groups, fundraising, donations. We recruit between 15-30 volunteers.

6. What other services not previously described will be provided as a part of the Domestic Violence Program?

We provide a 12-week educational class to the local schools, some of the topics are gang violence, sexual assault, just to name a few, we, also, provide classes for elementary school children which covers Bullying.

**VICTOR VALLEY DOMESTIC VIOLENCE
DOMESTIC VIOLENCE SHELTER PROGRAM BUDGET
July 1, 2003 – June 30, 2004**

I. PROGRAM COSTS

List only those items of cost which are chargeable, in whole or part, to the program

A. Salaries and Benefits

(1)

(2)

(3)

COST ITEM	TOTAL COST TO THE ORGANIZATION	% OF TOTAL COST CHARGED TO GRANT	COST CHARGED TO GRANT
1. Job Title: Bilingual Advocate			
Salary:	\$ 17,160.00	38%	\$ 6,520.00
Benefits:	\$ 2,917.00	38%	\$ 1,108.00
2. Job Title: Director			
Salary:	\$ 40,000.00	50%	\$ 20,000.00
Benefits:	\$ 6,800.00	50%	\$ 3,400.00
3. Job Title:			
Salary:			
Benefits:			
4. Job Title:			
Salary:			
Benefits:			
5. Job Title:			
Salary:			
Benefits:			
SUBTOTALS	\$ 66,877.00		\$ 31,028.00

B. Operational Costs

(1)

(2)

(3)

(4)

COST ITEM	TOTAL COST TO THE ORGANIZATION	% OF TOTAL COST CHARGED TO GRANT	COST CHARGED TO GRANT
1. Counseling	\$ 29,600.00	32%	\$ 9,472.00
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
11.			
12.			
13. SUBTOTALS	\$ 29,383.00		\$ 9,472.00
14. SUBTOTALS, (A) above	\$ 66,877.00		\$ 31,028.00
15. TOTALS	\$ 96,260.00		\$ 40,500.00

II INCOME TO SUPPORT THE PROGRAM

List cash income to the organization which is allocated in whole or part to support the proposed program

(1) SOURCE OF INCOME	(2) TOTAL RECEIVED BY ORGANIZATION	(3) PERCENT TO THE PROGRAM	(4) AMOUNT TO PROGRAM
1 Other Revenue	\$ 568,223.50	100%	\$ 568,223.50
2 Program Client Fees	Donations Only	0%	\$ 0.00
3 State DHS/United Way	\$ 180,500.00	100%	\$ 180,500.00
4 CalWORKs/CFC	\$ 345,723.50	100%	\$ 345,723.50
5 CDBG/Cities	\$ 42,000.00	100%	\$ 42,000.00
6 Total *	\$ 568,223.50		\$ 568,223.50

III CASH/IN-KIND TO MEET REQUIRED MATCH

List all cash/in-kind income which will be used to provide the required 10% match.

Attach an explanation of how the value of each in-kind item was determined.

(1) SOURCE OF CASH INCOME	(2) AMOUNT NON-GOVERNMENTAL
1 Private Donations	\$ 2,500.00
2 Service Clubs	5,000.00
3 Business	3,000.00
4	
5	
6 TOTAL	\$ 10,500.00

(3) SOURCE OF IN-KIND (NON-CASH) INCOME	(4) VALUE
1 Domestic Violence Advocat	\$
2 20 Hrs. x 4=80 x 6.25 Hr x 12 mos.	\$ 6,000.00
3	
4 Counseling	
5 56 Hrs. x 60 =	\$ 3,360.00
6 TOTAL	\$ 9,360.00